

Maintenance policy

All perpetual License Statistics software licenses include 1 year of updates and support (all add-ons purchased after the initial license purchase will be added to your current maintenance plan). You can find your maintenance expiration date on the Licensing page.

After the first year, maintenance is available for just 25% of the current, regular (non-discounted) purchase price. This is a significant savings over allowing maintenance to lapse and then repurchasing the software at a later date. If you do not renew maintenance within 90 days of the expiration date, your license will be automatically deleted from our system, and you will need to purchase a new, full-price license.

Renewing your License Statistics software maintenance gives you continued access to support, which includes:

- Prompt responses (24-hour maximum response time) to your technical queries by phone or email.
- Uninterrupted access to new versions of the software as they're released. We're constantly improving our products based directly on feedback from customers like you, so you won't want to miss out on our upcoming releases.
- Participation in [Customer Driven Development](#).
- Access to your existing license files using [License Activation Center](#).
- One free re-host per year if your License Statistics installation needs to be moved to a different machine.

In addition, your maintenance must be up to date to:

- Upgrade License Statistics to a newer version.
- Purchase add-on software products.
- Upgrade the version of your monitored license servers. If your maintenance expires, you will be limited to monitoring the license server version(s) that you were monitoring under your expired maintenance plan.